Fiscal Year 2007 Strategic Plan

Department Name/Agency: **Delaware Criminal Justice Information System (DELJIS)**

APU/IPU #: **10-07-02**

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Mission

To establish policy for the development, implementation, and operation of a comprehensive, integrated infrastructure, which in turn supports the criminal justice community. DELJIS commits to providing a system to improve criminal justice.

Background and Accomplishments

Volume 63 Del. Laws, c. 352 created the Delaware Criminal Justice Information System on July 8, 1982, "…to maintain an accurate and efficient Criminal Justice Information System..." and stresses its respective security and privacy aspects. It established a representative, independent Board of Managers comprised of members of the criminal justice community to establish policy for the management of an information system. The law allows for an Executive Director and staff to implement and administer the provisions of the chapter under the direction of the Board of Managers. In June 1991, the statute was amended to create the Office of the Director and to expressly delineate the duties of the Executive Director and the office within the Criminal Justice Information System. The Delaware Criminal Justice Information System continues to be managed by a board of 11 voting and four non-voting members.

In keeping with DELJIS' vision towards systems development, the following development projects were completed in Fiscal Year 2005:

DELJIS INTERNET WEB PAGE. DELJIS developed a public website which enables citizens of the State to see the work DELJIS performs on their behalf through a public portal. This site allows them to view agency information, while providing valuable links to other important victim web sites. Historically, only agencies inside the state's firewall could view the DELJIS home page.

CJIS AUDIT FOLLOW-UP AND CORRECTION. Ongoing efforts to modify and correct inaccurate information in the CJIS database continued during FY 2005. Data clean-up efforts are labor intensive, but necessary, to ensure that accurate records are reported at both the federal and state level. Information contained in these files is the basis for allowing the purchase of firearms, employment opportunities and other legally mandated criminal record checks. Clean-up accomplished during FY 2005 included: the merges of State Bureau of Identification numbers; AFIS linkage to photo; mug shots; ARMS interface data; scars, marks and tattoos; comment line; caution line; gender;

aliases; license updates; social security validations; and warrants. Much of this information assisted significantly to the end-of-year rollout of the on-line wanted person portal.

ON-LINE WANTED PERSON REVIEW. As a direct result, to reduce the number of people wanted for active court warrants and capiases the Criminal Justice Council formed the Warrant Capias Committee chaired by the Honorable M. Jane Brady. As a never before unfunded initiative DELJIS, through an agreement with all criminal justice agencies, developed a web-based program that allowed public review of open capiases. This application also enables the police and court to have the eyes and ears of the public to assist in apprehension of wanted individuals. With the help of the Department of Technology, DELJIS established a toll-free number, staffed by DELJIS. This effort resulted in over 400 calls; and the clearing or satisfaction of 15,441 capiases since this program started in June 2005. This project reduced the number of open old capiases that received little attention based on age and severity of the offense. There is a cascading benefit to this program as the individuals that are wanted now realize that the criminal justice system is working to enforce its orders and hold them accountable. Additionally, individuals owing the State monies are accountable for their debt.

FLAGGING OF DECEASED INDIVIDUALS. The Wanted Person Review identified yet another area where human intervention could increase data quality. The web site and toll-free number allowed citizens to notify DELJIS of the possibility of deceased family members and known acquaintances that appeared on the listing. DELJIS staff took it upon themselves to establish contacts in various agencies to validate the individuals who were reported deceased. This process was further enhanced by flagging CJIS records as presumed deceased (due to lack of fingerprints) and the removal of the wanted person entry by DELJIS staff. This process helps to reduce potential liability of false arrest to the State of Delaware of the wrong individual.

DISPOSITION CONSOLIDATION AND CONVERSION. The Disposition Consolidation and Conversion Project was successful in reducing dispositions from approximately 350 to 30. This was a joint venture between DELJIS and the Judicial Information Center (JIC). This project provided a user-friendly view of data and understanding of criminal history record information on both a state and national level. This project was well within budget.

NEW CASTLE COUNTY PUBLIC SAFETY XML PROJECT. Through the direction of its diverse multi-agency Board, DELJIS prides itself on providing superior service to all of its user agencies. While a global state and federally funded effort is on going, DELJIS saw and accepted the opportunity to quickly address and satisfy this agency need. Within a 3-month time period, one DELJIS programmer was able to satisfy the needs of the New Castle County Police Department for extensible mark-up language (XML) enabled data. These efforts provided New Castle County Police with the view of how complaint downloads would be handled in the future and eliminated the need for program modification once their new Records Management System (RMS) is installed. The experience gained not only complements future efforts but also worked in unison with the DELJIS Standards Project.

COGNOS REPORTING. Through the support of the Department of Safety and Homeland Security, DELJIS was able to use existing hardware and software resources to develop the reporting structure and roll out this powerful analysis tool to law enforcement within 6 months. COGNOS puts at each end user's fingertips diverse, broad and deep, detailed views of the information contained in CJIS. Its uses include (but are certainly not limited to): management (including time, resources and personnel), investigation, statistical analysis, intelligence, etc. Training began and will continue during FY 2006. This implementation also resulted in decreased strain on DELJIS programming and help desk resources that formerly had to write on-demand ad-hoc programs to the mainframe database to satisfy user agency reporting requests. This tool provides local and state law enforcement officials the ability to target areas for enhanced police services through the apprehension of wanted persons.

LAW ENFORCEMENT INVESTIGATIVE SUPPORT SYSTEM (LEISS). LEISS was enhanced to capture more data for sharing between agencies responsible for national and state security. These enhancements allowed Delaware to be more proactive on matters concerning state and national security.

NATIONAL DATA EXCHANGE (NDEX). Delaware was selected on a national level to participate in the NDEX program. This program supports cross agency jurisdictions on a national level to determine crime patterns and trends. The criminal element knows no boundaries, and NDEX ties data together on national levels to enhance the police investigative skills. Delaware was and still is one of the few pilot states exchanging data on this national level. This exchange of data was facilitated as a by-product of LEISS.

SSL/VPN. As a participating agency with the Department of Technology and Information, DELJIS began deploying the new secure socket layer virtual private network (SSL/VPN) accounts to various sites throughout the State. These accounts enable authorized external criminal justice agencies to communicate with the CJIS network (at no cost to the end user) and secure data that is transmitted across the network lines. The use of SSL/VPN elevated the cost of the CISCO client and saved participating agencies additional expenses. Furthermore, it provided authorized criminal justice practitioners with system access wherever there is an Internet connection (School Resource Officers, Courts, Federal facilities, etc.)

Projects initiated or continued in Fiscal Year 2005 include:

- DELJIS Standards Project/XML (Extensible Markup Language) data tagging
- Prosecution Charging Initiative
- COTS Strategic Interface Assistance with CJIS
- Data enhancements
- Data warehouse and COGNOS enhancements
- Criminal Charge Reorganization
- Criminal History Utilization and reporting
- Electronic ticket (E-ticket)
- Interface and information exchange with Delaware Information Analysis Center (DIAC)
- Transformation from IMAIL to Outlook Exchange
- National Sex Offender Inquiry from public portals
- Assistance with Violence Against Women Notification Programs
- Automatic Exchange of DUI information between CJIS and Department of Highway Safety for alcohol treatment
- Automatic Expungement of Juvenile Truancy cases
- Rewrite of the print server application

DELJIS, with assistance from the Department of Technology and Information (DTI), issued a project plan for the DELJIS Standards Project. DELJIS entered into an agreement with the federal government for a data exchange on a federal level that will allow Delaware to receive data tagging for numerous elements that are shared nationwide. DELJIS, partnering with the Delaware State Police and the federal National Law Enforcement Telecommunications System (NLETS), has acquired the hardware needed to transmit XML-enabled data; has tagged 378 data elements; and is working in conjunction with the vendor on programming for transmission of DMV records and has made significant progress on the interfaces and programming needed to transmit federally mandated XML-enabled criminal history/rap sheet records. This takes DELJIS and the State to the next level of widely accepted technology.

The federally funded Criminal Charge Reorganization project was initiated during FY 2005 with the acceptance and awarding of bids for its planning and design phase. Restructuring of the charge file

used by law enforcement, prosecutors and the courts builds on work done in the earlier Law File Restructure project and provides additional foundation for the Attorney General's requested Prosecution Charging Initiative. This is also an integral component for COTS. This project needs to be completed prior to the Phase V implementation of the COTS initiative.

DELJIS continues to support the COTS effort. DELJIS recognizes the vital importance of ensuring that all links between CJIS and the new ACS COTS system remain intact and accurate. DELJIS, through the use of NCHIP VI, dedicated a resource to provide support to this extremely important project. DELJIS staff also sits on numerous COTS committees, and the Executive Director is a voting member of the COTS Executive Steering Committee.

DELJIS is working as a partner agency with the Department of Safety and Homeland Security in our efforts to support the DIAC initiative. DELJIS, through a by-product of the LEISS system is working to provide DIAC with the server access they need to interface real-time data for all police incidents. These initiatives will both further police safety and provide the analytical tools needed to solve crime.

During this calendar year DELJIS will be embarking on developing the Prosecution Charging Initiative. This project will strengthen the Department of Justice's ability to process cases in a manner that is less labor intensive on their clerical staff. This initiative works hand in hand with the COTS project and will be completed prior to the COTS Phase V implementation.

DELJIS will begin the process mandated during the last legislative session to facilitate the automatic expungement of truancy cases. DELJIS programmers, working in conjunction with the Justice of the Peace court staff, will develop the application that not only tracks truancy cases, but completes the legally mandated expungement process. This effort will be vital in the COTS project.

DELJIS, in preparation for the Prosecution Charging Initiative, recognized a weakness in the current print applications. Knowing that the Prosecution Charging Initiative project is a print intensive application, DELJIS will prepare a new print server routine to address this shortfall within the CJIS environment.

Many years ago DELJIS recognized the need for all components of law enforcement to be able to communicate with other State agencies. To address this need, DELJIS purchased IMAIL and provided it to all local law enforcement agencies. It has become more and more apparent that this product has known limitations and needs significant upgrades. DELJIS, in conjunction with Delaware State Police and Department of Technology and Information, has started the transformation from IMAIL to Outlook Exchange. This is a labor-intensive task, and DELJIS expects to have it completed by the end of 2005.

DELJIS recognized the importance of the DUI Tracking System operated under the Highway Safety. In a joint venture with Highway Safety, DELJIS will be transmitting information to Highway Safety to ensure that drivers convicted of DUI and other related traffic offenses receive appropriate treatment and intervention. Additionally, the CJIS system will be updated with the compliance indicator to reduce the number of calls both Department of Motor Vehicle and the courts need to make to the service provider addressing compliance.

The Sex Offender Registry has been operational across the nation for a number of years. This program was lacking one major component. This missing element was the ability to spawn a search that hit all 50 states at one time. DELJIS, through an agreement with Department of Safety and Homeland Security and the Delaware State Police, worked to make this data available for the federal inquiry. DELJIS saw the next phase of this process as one that needed full automation. Consequently, DELJIS and the Department of Technology and Information moved to use the XML tagging to expose mainframe data to this new technology. As a joint effort with DELJIS and DTI, this fully automated process will be completed in this fiscal year.

DELJIS is working with The Violence Against Women Grants to Encourage Arrest Policies and Enforcement of Protection Orders Committee to assist with the interfaces necessary to provide service providers with information that is needed in a timely manner.

The law enforcement community has recently started using a new traffic crash system known as TRACS. Since many of the traffic tickets written are not as a result of an accident, DELJIS, under an agreement with Delaware State Police, will develop the new electronic E-Ticket. This ticket will be developed using the new thin client system and will be built in LEISS. This will enhance the backbone of the law enforcement community.

GOAL 1:

Operation and Maintenance of the Criminal Justice Information System (CJIS). The efficient and reliable operation of the hardware, software and database that comprise the Criminal Justice Information System.

Objective

CJIS system will be available 24/7 and accessible 99% of the time with response times of less than 3 seconds for both mainframe and web-based applications.

Strategic Activities and Initiatives

DELJIS has an existing Service Level Agreement (SLA), approved by its Board of Managers, with the Department of Technology and Information that the criminal justice network will be available 24/7 and have acceptable response time. DTI will ensure system reliability and accessibility through proposed security upgrades and software upgrades.

DELJIS plans to achieve this objective through DELJIS Policy #14 and through continually updating the yearly SLA for presentation to the DELJIS Board of Managers. The objective will be met by the annual formulation of an SLA that is presented in accordance with DELJIS Policy #14 at the August Board of Managers Meeting. Upon approval of the proposed SLA, DELJIS Executive Director, under the direction of the DELJIS Board of Managers, will meet with DTI Management to enter into a signed agreement. Upon Board acceptance and approval, DELJIS will meet with DTI management to enter into the agreed upon deliverables.

Performance Measures for this Objective

% of overall system availability; response time of mainframe based applications; response time of web-based applications

These performance measures were new for FY 2006.

GOAL 2

Operation, Development and Implementation of the Criminal Justice Information System (CJIS). Ensures that the development of new applications meets the needs and the requirements of the state criminal justice system and its member agencies; courts, police, corrections, and other authorized users.

Objective

DELJIS will create an XML Metadata dictionary, which will provide a mapping component for all agencies that wish to interface with DELJIS and will document the infrastructure of the criminal justice system in a way that will reduce DELJIS' need to have various access methods to download or interface with criminal justice data.

Strategic Activities and Initiatives

The baseline performance for the Standards Project was submitted and approved through a Business Case Summary by the Technology and Investment Council (TIC). DELJIS defined a Project Plan that outlines the files that will be affected using the Justice XML data dictionary. As this project is moving forward, DELJIS must make short-term changes that will eventually grow into a long-term process by ensuring that all new data elements are properly mapped. In order to comply with this objective, the Information Specialist will be required to note all database field changes with the XML project manager.

Performance Measures

100% of all newly created data elements have appropriate XML data tags. This performance measure was new for FY 2006.

GOAL 3

CJIS Access/Security: The development of a means by which to provide access to authorized users to view, modify and create data while storing all necessary data elements to provide for system security of the records maintained in the database. Also there needs to be an expedient means of reviewing data journaling logs to determine if there was a security breach.

Objective

DELJIS will provide a secure environment for data that is accessed within the criminal justice community.

Strategic Activities and Initiatives

DELJIS plans to continue achieving this objective by working with the user community and by having new users attend mandatory training that teaches both system access and security awareness, as stated in DELJIS Policy 4. Additionally, all users must sign DELJIS Directive #1 and the State of Delaware Acceptable Use Policy.

DELJIS will provide additional classes in security so users understand the legal uses of criminal justice data. Additionally, DELJIS provides resources to answer questions concerning access as they arise.

DELJIS will seek an improved means for accessing security logging in a timely manner.

Performance Measures

Total number of security issues researched; total number of unauthorized disseminations; time to conduct mainframe analysis; time to conduct web analysis.

These were new performance measures for FY 2006.

GOAL 4

CJIS Information Sharing: The utilization of applications that support a platform for the efficient way to share information between criminal justice counterparts (state, federal and local agencies).

Objective

DELJIS, as an independent agency without bias, will ensure the equal exchange of information between criminal justice agencies. Data sharing requests will be accomplished within 10 days or less after the request is reviewed and approved.

Strategic Activities and Initiatives

DELJIS plans to achieve this objective by building off the DELJIS Standards Project in Core Objective 2 and entering into more data exchanges with other criminal justice agencies.

DELJIS has entered into an agreement with NDex to exchange data with police jurisdictions or member agencies. Additionally, DELJIS has entered an agreement with DIAC to be a business partner in the exchange of data for crime analysis and data analytical review. During FY 2005, DELJIS developed and implemented COGNOS. This tool enabled all authorized users to have crime analysis and projection capabilities at their immediate disposal. COGNOS allows for user-like queries to be submitted without causing system degradation or poor response time.

Development of "canned" programs that can be distributed to the criminal justice user community in the COGNOS Data Warehouse developed by DELJIS.

Performance Measures

Total number of system maintenance requests; total number of reports created, average time required to complete reports. The final performance measure is new for FY 2006.

Performance Measures

	FY 2004 Actual	FY 2005 Actual	FY 2006 Budget	FY 2007 Gov. Rec.
# system maintenance requests	231	171	190	190
# reports created	265	297	300	150
Average time to complete user reports	N/A	N/A	10 days	10 days

GOAL 5

CJIS Information System Auditing: To maintain complete and accurate records in compliance with 11 Del.C. §8606(d) and to ensure continued compliance with Federal regulations.

Objective

DELJIS will perform review and analysis of SBI numbers and other records validation to ensure the quality of the CJIS database.

Strategic Activities and Initiatives

DELJIS plans to achieve this by performing random sampling of various data elements on the files and pulling source documents to ensure the data is correct and accurate. Periodically, DELJIS Operations Manager will request from DTI batch reports detailing information that is incomplete, duplicate, or incorrect on its face in order to research and correct if needed.

Performance Measures

Percentage of SBI numbers requiring merging.

This is a new performance measure for FY 2006.

SECTION D. Summary

CORE SERVICES	OBJECTIVES	PERFORMANCE MEASURES
1. Operation and Maintenance of the Criminal Justice Information System (CJIS).	Ensure that the criminal justice system (comprised of but not limited to Brokers supporting LEISS, Sex Offender Notification and Registration, and all mainframe applications that are necessary to support criminal justice in the State of Delaware) are available 24/7.	CJIS system will be available and accessible 99% of the time.
	Response time for criminal justice mainframe applications.	Response time for mainframe applications will be less than 3 seconds.
	Response time for criminal justice Web applications.	Response time for Web based applications will be less than 3 seconds.
	Financial constraints that will affect all criminal justice agencies.	DELJIS will be kept apprised semi-annually of any hardware changes that will affect the DELJIS Network.
2. Operation, Development, and Implementation of the Criminal Justice Information System (CJIS).	The creation of an XML Metadata Dictionary for the criminal justice community, upon the release of DELJIS Standards funds.	Provide system documentation for the XML Metadata Dictionary and access to 100 % of all authorized agencies wishing interface with CJIS.
3. CJIS Access/Security.	DELJIS will work to decrease the amount of time it takes to review security breaches on the mainframe and in DELJIS Web applications	DELJIS will work with DTI and Software AG to decrease mainframe breach access time by 50%. DELJIS will work to decrease the Web application time by 75%.
	It is the desire of the criminal justice community that the number of actual security breaches will decrease as the number of trained users increases.	DELJIS will calculate the total number of users, total number of alleged breaches, total number of unauthorized disseminations, total number of training classes offered, and total number of users trained.

CORE SERVICES	OBJECTIVES	PERFORMANCE MEASURES
4. CJIS Information Sharing.	Data sharing requests will be accomplished within 10 days or less after the request is reviewed and approved	Average number of days that a data-sharing request is accomplished.
5. CJIS Information System Auditing.	The review of SBI numbers and analysis relating to record validation	This measure will ensure that the quality of the CJIS database is increased by 75% relating to SBI numbers.